LIQUOR HOUSE POLICY

PURPOSE

Mosman Club is committed to the responsible service of alcohol and providing a safe, welcoming and enjoyable environment for members, guests, visitors and employees.

Responsible service of alcohol is a shared responsibility between the Club, its employees and its patrons. The Club believes that responsible service is fundamental to providing a safe, welcoming and enjoyable environment for everyone who visits Mosman Club.

This House Policy supports compliance with the Liquor Act 2007 (NSW), promotes harm minimisation and reflects the Club's vision of providing **"The Best Social Experience in Mosman."**

OUR COMMITMENT

Mosman Club is committed to:

- serving alcohol responsibly and lawfully;
- preventing alcohol-related harm;
- maintaining a safe and respectful environment;
- supporting responsible gambling practices;
- protecting the wellbeing of members, guests, employees and the wider community;
- complying with all liquor licensing laws and licence conditions.

RESPONSIBLE SERVICE OF ALCOHOL

The Club and its employees will:

- only serve alcohol in accordance with the Liquor Act 2007 (NSW);
- ensure all employees involved in the sale or supply of alcohol hold a current Responsible Service of Alcohol (RSA) competency where required;
- monitor patrons for signs of intoxication;
- refuse the sale or supply of alcohol to intoxicated persons;
- refuse service where required by law;
- offer free drinking water;
- make food available during trading hours in accordance with the Club's licence;
- encourage responsible consumption of alcohol;
- discourage rapid or excessive consumption of alcohol;
- offer low and non-alcoholic beverage options where appropriate.

INTOXICATION

Employees are trained to recognise signs of intoxication.

Where a patron appears intoxicated, the Club may:

- refuse further alcohol service;
- provide water or food where appropriate;
- where appropriate, encourage the patron to remain in a safe area until suitable transport can be arranged;
- arrange or recommend safe transport where practical;
- ask the patron to leave the premises;
- contact Police if necessary.

The safety of the patron, other patrons and employees will always take priority.

MINORS AND IDENTIFICATION

The Club does not sell or supply alcohol to persons under 18 years of age.

Employees may request acceptable proof of age at any time.

Acceptable identification includes:

- Australian Driver Licence
- NSW Digital Driver Licence
- NSW Photo Card
- Australian or foreign Passport
- Proof of Age Card issued by an Australian State or Territory.

Alcohol will not be supplied where satisfactory identification cannot be produced.

The Club reserves the right to refuse entry or service where identification is considered false, altered or invalid.

EXPECTED STANDARDS OF BEHAVIOUR

All patrons are expected to behave in a respectful and responsible manner.

Patrons must not:

- become intoxicated;
- behave aggressively or violently;
- threaten or abuse employees or other patrons;
- use offensive, intimidating or discriminatory language;
- interfere with the enjoyment of other patrons;
- damage Club property;
- possess or use prohibited drugs on Club premises;
- engage in illegal activity;
- fail to comply with lawful directions from Club employees;
- consume alcohol not purchased from the Club unless authorised by law.

The Club may refuse entry, refuse service or require a person to leave where their behaviour adversely affects the safety, comfort or enjoyment of others.

RESPONSIBLE GAMBLING

Mosman Club is committed to responsible gambling.

Employees may consider a patron's gambling behaviour when assessing whether continued alcohol service is appropriate.

The Club does not permit:

- soliciting or borrowing money for gambling purposes;
- lending money for gambling within the Club;
- encouraging another person to gamble beyond their means;
- behaviour that may encourage irresponsible gambling or place vulnerable persons at risk.

Employees may intervene where responsible gambling concerns are identified.

LIQUOR SELF EXCLUSION

The Club offers Liquor Self-Exclusion assistance. The Customer Service Managers are available to assist any patron in undertaking the Liquor Self-Exclusion program.

SAFETY OF MEMBERS, GUESTS AND EMPLOYEES

The Club is committed to maintaining a safe environment.

Employees may take reasonable steps to:

- de-escalate conflict;
- refuse service;
- remove alcoholic beverages;
- refuse entry;
- request patrons leave the premises;
- seek assistance from security or Police where necessary.

Violence, threats, harassment or abusive behaviour towards employees or patrons will not be tolerated.

AUTHORITY OF CLUB EMPLOYEES

Employees act under the authority of the Club's licence and applicable legislation.

Patrons are expected to comply with reasonable directions given by employees relating to:

- responsible service of alcohol;
- patron behaviour;
- identification requirements;
- safety;
- liquor licensing compliance.

Failure to comply may result in refusal of service, removal from the premises or further action by the Club.

CONTINUOUS IMPROVEMENT

The Club regularly reviews its responsible service practices to ensure compliance with legislation and industry best practice.

Employees receive ongoing RSA training as required. Management actively monitors compliance with this Policy and will review it periodically to ensure it remains consistent with legislative requirements and industry best practice.

RELATED POLICIES

- Responsible Gambling Policy
- Gaming House Rules
- Employee Code of Conduct
- Workplace Standards and Performance Policy
- Workplace Health and Safety Policy
- Disciplinary Policy
- Privacy Policy